

CLAIMS HANDLING INSTRUCTIONS

If you have an insured claim, please

STEP 1 - compile the following information:

- 1. Date of loss**
- 2. Type of loss (peril description)**
- 3. Location of loss (physical address)**
- 4. Estimate of loss (rough estimate of dollar loss by equipment type)**
- 5. Claim contact (person, telephone number, and email address)**

**STEP 2 - email the above information to Ham Gadd -
hamg@palomarins.com or contact me @ 770-709-7703 (direct
telephone) or 770-709-7733 (direct fax)**

I will notify the insurance company (Chubb) who will assign an adjuster to make an initial telephone contact or visit the site, dependent on loss conditions. The adjuster will determine the scope of damage and will advise on repair or replacement options.

STEP 3 – organize your claim and notify the adjuster you are ready to make claim. The adjuster may require you to complete a Proof of Loss which is a single page document which details your claim and requires you to notarize the document. Please be sure to indicate your specific agency name and address, since there are multiple agencies insured under the same policy.

STEP 4 – the insurance company is required to issue prompt claim payment when they accept your executed Proof of Loss. Since the Dept. of Information Technology Services is the primary named insured, their name will appear on the check, along with your agency name. ITS will endorse the claim draft and forward to your agency for execution and deposit.